



Kansas Department of Credit Unions

KDCU Newsletter

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Kansas Department of Credit Unions

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CONSUMER INFORMATION AND ISSUES FOR CREDIT UNIONS

Financial Abuse of Older Adults Do Not Call Registry

Credit unions should alert authorities if they suspect an older member is the victim of financial abuse or exploitation without violating the member's privacy. Older members can become targets of financial exploitation by scams, contractors, financial advisors or even by family members or friends. Credit unions have a responsibility in protecting their members and should alert authorities about potential abuse without violating privacy laws. Early reporting of suspected abuse is strongly encouraged. Credit union directors and managers should make sure staff members are trained to identify cases in which older members are victims of financial abuse or exploitation. Credit unions should also be certain there are policies and procedures in place to allow reporting of suspected cases in accordance with the law.

In Kansas local authorities such as the sheriff, police, district attorney or social service agencies should be notified. The Kansas Attorney General's Office has a specialized unit that investigates financial abuse of seniors. Contact is at <http://ag.ks.gov/> home, or telephone 785-296-2215. The link to the Attorney General Office Consumer Protection Online Investigation Request is also at this web site.

Contact www.donotcall.gov or call (888) 382-1222 to register for the do not call registry. Credit union members may register their home or cell phone. The registration does not expire. Telemarketers covered by the Do Not Call Registry have up to 31 days from the date you register to stop calling you. If they do not, you may file a complaint at this website.

Identity Theft Reporting

An Identity Theft Report gives a credit union member rights that can help recover from the theft. To create one, file a complaint on-line or by phone with the Federal Trade Commission (FTC) at 1-877-438-4338. The Report is used to:

1. Get fraudulent information removed,
2. Stop a company from collecting debts that result from identity theft,
3. Place an extended fraud alert on the credit report and
4. Get information from companies about accounts the identity thief opened or misused.

Instructions for creating an Identity Theft Report are on the web site. When finished creating the Report, a copy should be printed which is called an Identity Theft Affidavit. The Affidavit is used when the member files a report with local law enforcement (police or sheriff) where the theft occurred. The member should bring the Theft Affidavit, any other proof of theft, a government issued ID with a

Photo, and proof of the member's address (utility bill, pay stub, etc). The member should be asked to have a copy, or the number, of the report, and record the dates the calls or visits were made for their personal records.

Placing a Fraud Alert

The member who experiences identity theft should place a fraud alert on their credit report by contacting one of the three credit reporting companies. An initial fraud alert can make it difficult for an identity thief to open more accounts in the member's name. A fraud alert on the credit report requires the business to verify the member's identity before it issues credit, so the business may try to contact the member. The initial alert stays on the credit report for at least 90 days and can be renewed after 90 days. The Alert allows for the member to order one free copy of their credit report from each of the credit reporting companies. To place a fraud alert:

1. Contact the credit reporting company,
2. Ask the company to place a fraud alert on your credit file, and
3. Confirm that the company you call will contact the other two companies.

The three credit reporting companies:

Equifax 1-800-525-6285

Experian 1-888-397-3742

TransUnion 1-800-680-7289

The member should keep a record of the date the initial fraud alert was placed and consider if renewing the alert in 90 days should be done.

KDCU Personnel Changes

Financial Examiner Michelle Andrew will be examining credit unions in the eastern region of Kansas. Michelle will transition from the review examiner position in the office to the field examiner position. We are interviewing for the office review examiner position.

Financial Examiner Senior Jesse Pounds has resigned. We are actively recruiting to fill the position which is listed on the Kansas employment web site. Applicants can apply at <https://www.da.ks.gov/ps/pub/>.

2014 Credit Union Council Vacancies

Two vacancies on the Credit Union Council will occur March 15, 2014. John Beverlin, Mainstreet Credit Union has served two consecutive terms representing credit unions and is ineligible to be reappointed.

Sue Henke, Topeka, Kansas, has served to two consecutive terms

representing the public and is ineligible for reappointment.

Credit unions are encouraged to submit names of credit union officials or volunteers to the KDCU office or the Governor's office for consideration of appointment.

Complaints

Complaints involving credit unions are received from a variety of sources but are usually filed by the individual who experience a concern by contacting the KDCU office or completing the on-line complaint form at www.kansas.gov/kdcau. We try to resolve complaints referred directly to KDCU within 30 days. After receiving the complaint the manager and supervisory committee of the credit union is usually contacted. On occasion a financial examiner visits the credit union to gather information regarding the

complaint.

December 31, 2013 Call Report Cycle

Call report materials will be mailed to credit unions on December 20, 2013. The deadline for credit unions to have their call reports completed and certified on Credit Union Online is Tuesday, January 24, 2014.

The annual report of insider loans is reported annually as of December 31, 2014 to the KDCU office.

Filing Tax Returns

Credit unions are to file IRS Form 990 by May 15, 2014 or request an extension of the filing date. Credit unions with unrelated business income are also required to file IRS Form 990T and the Kansas Department of Revenue Form K120.

The members of the board of directors should review the forms to en-

sure they know what is being reported and its accuracy. The Form 990 specifically asks if the organization provides a copy of the form to all members of the governing body before filing. Web sites such as Foundation Center <http://foundationcenter.org/findfunders/990finder/> publish 990s on their website.

Tax questions are best referred to licensed public accountants.

Bulletins Issued

Since the last newsletter two bulletins and one Newsletter have been published. KDCU bulletins and newsletters are e-mailed to credit unions and are on the KDCU web site at www.kansas.gov/kdcau/.

Happy Holidays from KDCU.

CREDIT UNION COUNCIL MEETS

The Credit Union Advisory Council met on December 12, 2013 by telephone conference call. Council members attending were John Beverlin, Chair, Dan Springer, Vice Chair, Deann Shinkle, Secretary, Larry Damm, Rita Hartman, Jacque Cully and Sue Henke. KDCU staff present were John P. Smith, Administrator and Michael Baugh, Financial Examiner Administrator. Guests: Haley DaVee, Kansas Credit Union Association and Larry Eisenhower, Kansas Corporate Credit Union.

The Council received and discussed several reports:

- ◆ Administrator's Report,

- ◆ KDCU financial reports,
- ◆ Kansas credit union condition,
- ◆ New low-income designated credit unions,
- ◆ Change in credit union bylaws, articles of incorporation, credit union mergers, administrative actions, number of credit unions on monthly reporting, frequency of examinations, proposed new credit union charters, and new branches approved.

Haley DaVee, reported KCUA has moved into their new location at 901 Topeka Blvd., Topeka. There will be an open house in conjunction with KCUA Day at the Capitol Feb-

ruary 11, 2014.

Larry Eisenhower reported recent KCCU board and committee changes.

The next meeting of the Credit Union Advisory Council will be held Thursday, March 6 at 10 a.m. in the KDCU Topeka office conference room.

Council meetings are public meetings open to credit unions and the public. Meeting notices and agendas are on the KDCU web site at www.kansas.gov/kdcau/. Credit unions are encouraged to attend.

Kansas Department of Credit Unions Staff

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